

# Programs Information

For DCP'S



2022

Hello,

This is a packet to give you step by step through all the websites you will use being a Daikin Comfort Pro.

If you have any further questions regarding anything please contact Alanna Ketchum ([alanna.ketchum@tmi-stl.com](mailto:alanna.ketchum@tmi-stl.com))



*a member of **DAIKIN** group*

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# Extended Warranty

1. Sign Up to purchase 12 year Asure Labor (Extended Warranty Access) by Contacting Alanna Ketchum at TMI  
- alanna.ketchum@tmi-stl.com
2. Check your email for an invite to do warranty on Partnerlink and create a password. You will also need to sign the docusign agreement saying that you are going to offer extended warranty - see Alanna for details
3. Login to Partnerlink on  
<https://securenet.goodmanmfg.com/index.jsp>
4. Go to Warranty Express on the tool bar (top right)

PartnerLINK

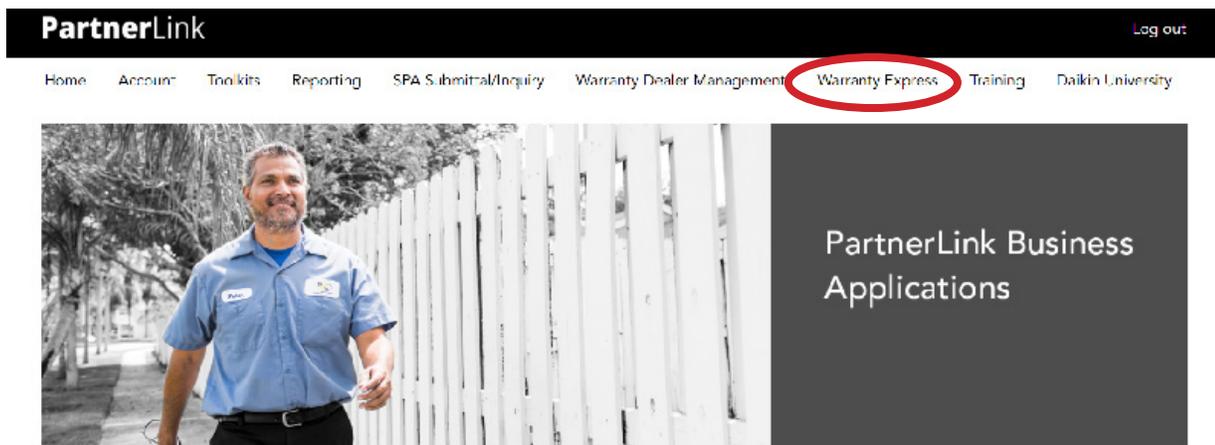
Account Toolkits Reporting SPA Submittal/Inquiry Warranty Dealer Management **Warranty Express** Training Daikin University



5. Once in Warranty Express, it should say Welcome (Your Company Name)
  - Hover your mouse over Extended Warranty
  - Click on Purchase and fill in the information
  - When selecting warranty plans please reference your Asure Warranty sheet in your pricebook.
  - Under homeowner information you can select E-Sign or Attach. The homeowner will need to sign the service agreement. You are able to email them this document or have them come in sign it. It will need to be attached with their purchase.

# Warranty

1. Sign Up for Warranty Access by Contacting Alanna Ketchum at TMI  
-alanna.ketchum@tmi-stl.com
2. Check your email for an invite to do warranty on Partnerlink and create a password  
- Email will come from a Goodman address
3. Login to Partnerlink  
<https://securenet.goodmanmfg.com/index.jsp>
4. Go to Warranty Express at the top right of the tool bar



5. Once in Warranty Express, it should say Welcome (Your Company Name)
  - To file a warranty claim, go to claims - New
  - You can also search your past claims

# Marketing

1. Login to your Partnerlink <https://securenet.goodmanmfg.com/index.jsp>  
Username: daikin  
Password: dealer
2. Click on 'PartnerLink Business' it will take you to a new page



Daikin Partner Resources

PartnerLink Business

3. Click "Go now" on Daikin Dealer Toolkit

## Toolkits

DAIKIN

Daikin Dealer Toolkit

Go

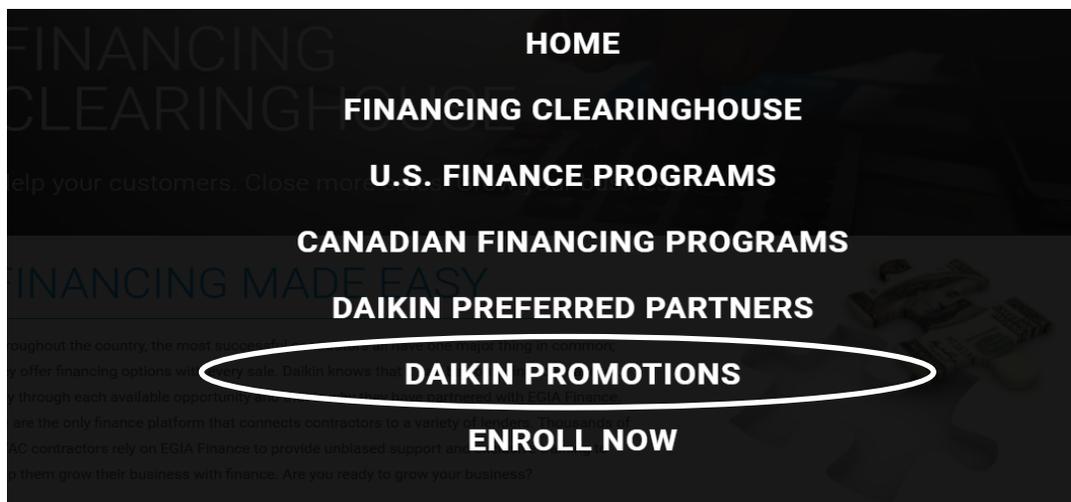
4. Click Go on Marketing Toolkit
  - Here you will have access to
    - Company Store
    - Daikin Logos
    - Radio Commercials
    - TV Commercials
    - Daikin Videos
    - Product Images
    - Billboard Examples
    - Social Media

# Pricebook App

Please contact Alanna Ketchum  
alanna.ketchum@tmi-stl.com  
for your credentials

# Consumer Instant Rebates/ Buy Downs

1. To file a rebate claim or buydown please visit <https://daikin.egia.org/>
2. Go to Menu on the top right corner and click “Daikin Promotions”

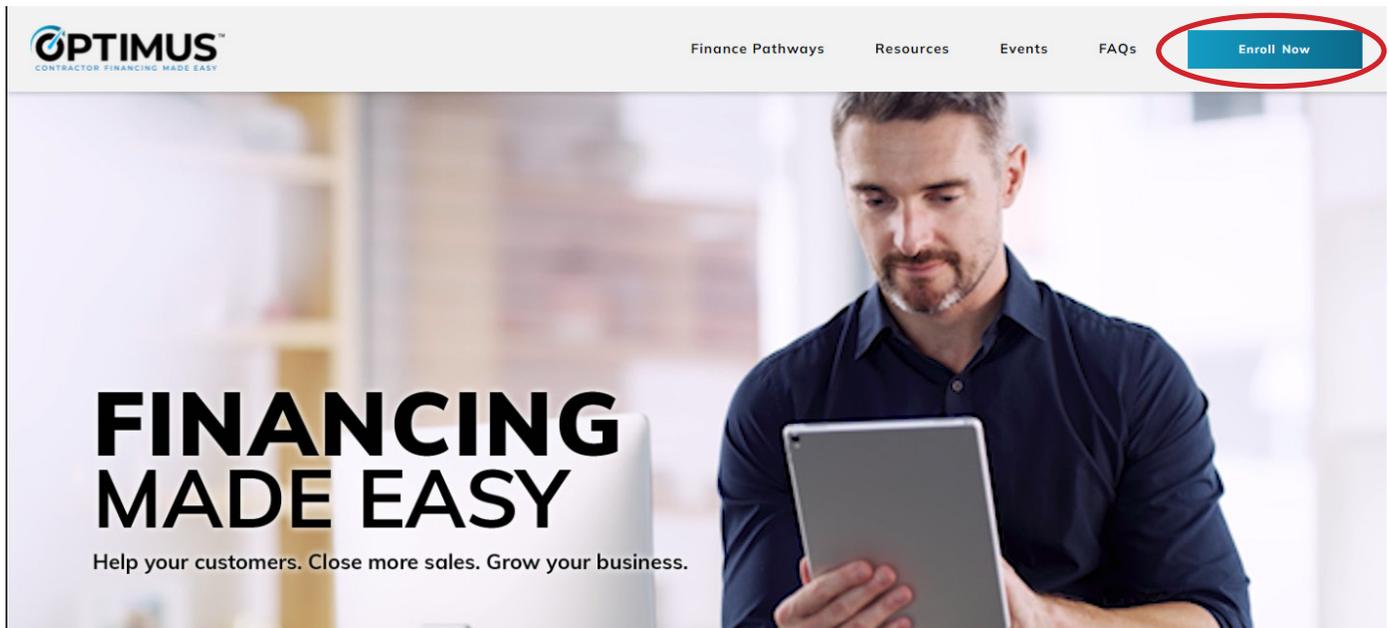


3. Create an account or sign in  
- If you are new to the system contact Alanna Ketchum to get your account approved.

The image shows a web form for signing in or registering for a rebate account. At the top left is the logo for 'DAIKIN, GOODMAN & AMANA REBATE PROGRAM'. At the top right is the text 'Rebate Claim'. The main heading is 'SIGN IN'. Below that is the question 'DO YOU HAVE A REBATE ACCOUNT?'. There are two columns: 'YES, I HAVE AN ACCOUNT.' and 'NO, I DON'T HAVE AN ACCOUNT.'. The 'YES' column has fields for 'Email Address' and 'Password', a 'Forgot your password' link, and a 'Sign In' button. The 'NO' column has fields for 'Email Address', 'Confirm Email Address', 'Password', and 'Confirm Password', and a 'Register Now' button. On the right side, there is a 'CUSTOMER SERVICE' section with a phone icon, the number '(888) 691-0387', and operating hours: 'Mon-Fri: 11 am - 8 pm (Eastern), 10 am - 7 pm (Central), 9 am - 6 pm (Mountain), 8 am - 5 pm (Pacific)'. Below that is a 'Tips for setting up a new account' section with three bullet points.

# Financing-Optimus

1. Sign up for Optimus on [optimusfinancing.com](https://optimusfinancing.com)



2. Enroll

- Register- New User
- Add Optimus Partner Info
  - Green Sky
  - Advantage Alliance
  - FTL
  - Microf

# Daikin Elite Members

## Benefits:

- Daikin Workshops
- EGIA Workshops
- Online Classes
- Online Library
- Daikin Best Practices
- Epic & Lead Conferences
- Cracking the Code
- Unfiltered: Riffing about Contracting

\$399 per month

\$4,308 per year (Sierra can pay for with Accurals)

To become a member please email Alanna Ketchum @ [alanna.ketchum@tmi-stl.com](mailto:alanna.ketchum@tmi-stl.com)

## DEVELOPMENT PROGRAM

TRY IT FOR 30 DAYS FREE! PLUS ONE FREE ATTENDANCE TO A DAIKIN ELITE WORKSHOP!

Enroll now to unlock the ultimate training platform for business leaders and their employees and gain access to profit-driving financing programs to help you take your business to the next level.

 <p><b>DAIKIN WORKSHOPS</b> 2-3 DAY IN-PERSON &amp; VIRTUAL EDUCATIONAL CLASSES</p> <p style="font-size: x-small;">Workshops designed around Daikin's innovative lineup focus on: Leadership, Retail Sales Excellence, Business and Financial Planning, Technician Selling, Branding, Marketing and Lead Generation, and more.</p> <p style="font-size: x-small; color: #0056b3;">*TRY ONE FOR FREE WHEN YOU SIGN-UP FOR YOUR 30-DAY TRIAL!</p>	 <p><b>EGIA WORKSHOPS</b> EGIA CONTRACTOR UNIVERSITIES 1-3-DAY IN-PERSON &amp; VIRTUAL EDUCATIONAL CLASSES</p> <p style="font-size: x-small;">EGIA workshops, non-Daikin specific, focus on the 12+ core areas of curriculum provided through EGIA Contractor University. They include In-Home Sales, Pricing, Operations, CSR Excellence, KPI's, Financial Structure and more.</p>
 <p><b>ONLINE CLASSES</b> THROUGH LMS LEARNING CENTER</p> <p style="font-size: x-small;">Go at your own pace and available 24/7, online classes focus on the fundamental areas of running a contracting business. Classes are available on Sales, Financial Structure, Pricing, Marketing, Operations, Customer Service, Service Agreements, Leadership and more.</p>	 <p><b>ONLINE LIBRARY</b> BEST BUSINESS PRACTICES RESOURCE MATERIALS</p> <p style="font-size: x-small;">Contracting Best Practices Online Library allows Daikin Elite Dealers to take an even deeper dive and expand their knowledge beyond what is covered in the online classes, to achieve total mastery of all critical areas for running a contracting business.</p>
 <p><b>DAIKIN BEST PRACTICES</b> OPERATING GUIDE &amp; PRODUCT TRAINING VIDEOS</p> <p style="font-size: x-small;">Daikin-specific best practices for running all aspects of a successful and profitable premium HVAC business, while creating the ultimate comfort experience for your customers. Dozens of streaming high-definition videos supplement written operating guide.</p>	 <p><b>EPIC &amp; LEAD CONFERENCES</b> MARQUEE ANNUAL EVENTS</p> <p style="font-size: x-small;">EPIC, held annually in the fall, is the contracting industry's leading national in-person educational event covering a broad range of topics. LEAD, held in spring is the premier virtual destination for contractors who want to grow their leadership skills.</p>
 <p><b>CRACKING THE CODE</b> WEEKLY COACHING SHOW</p> <p style="font-size: x-small;">Every week, a new 20-30-minute episode is released featuring EGIA Contractor University's industry-acclaimed faculty. The series offers weekly coaching and updates on important topics related to running a successful contracting business, mixing time-tested strategies and emerging best practices being used by the world's top contractors.</p>	 <p><b>UNFILTERED: RIFFING ABOUT CONTRACTING</b> WEB SERIES</p> <p style="font-size: x-small;">This groundbreaking new web series takes you behind the scenes with renowned industry experts as they open up about their experiences and offers never-before-seen access into the true tricks of the trade as blueprints to profitability and prosperity.</p>

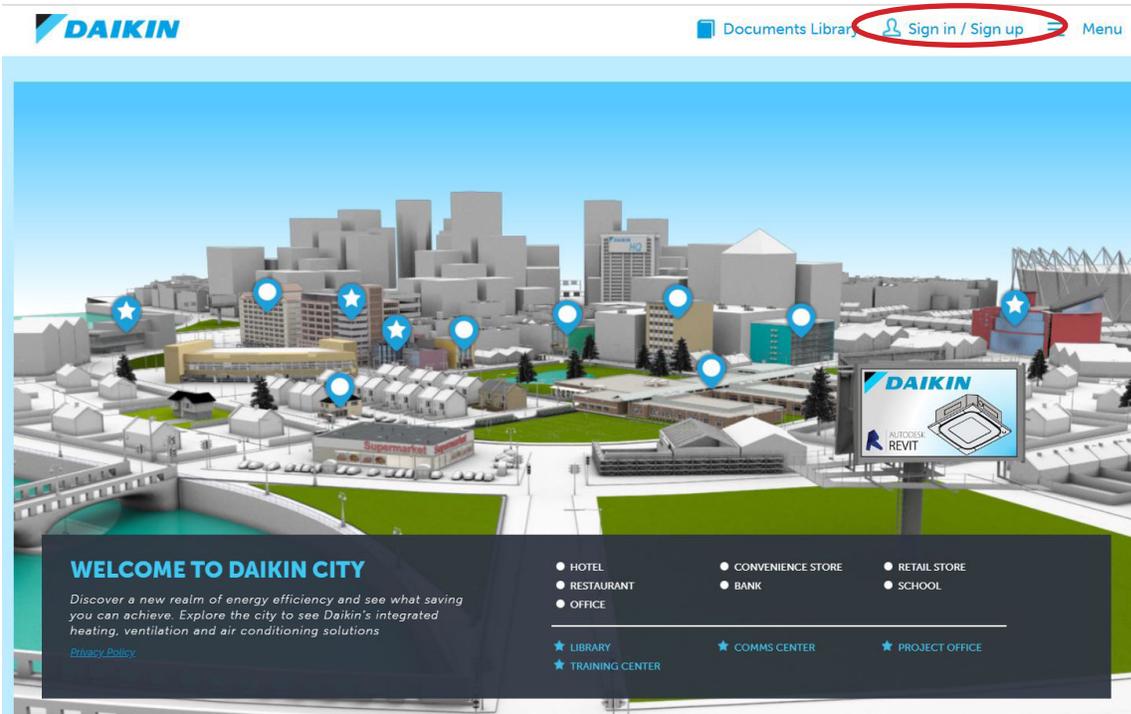
**\*SEE REVERSE SIDE FOR EXCLUSIVE FINANCING REBATE PROGRAM**

FOR MORE INFORMATION AND TO START YOUR 30 DAY FREE TRIAL, VISIT [WWW.DAIKINELITE.COM](http://WWW.DAIKINELITE.COM) OR CONTACT JEREMY CHANDLER AT 916-759-0515 OR [JCHANDLER@EGIA.ORG](mailto:JCHANDLER@EGIA.ORG)

When signing up for a free trial, you will only have access to the online training programs and one free Daikin Workshop. To access financing rebates and additional in-person trainings, you can choose to start payments immediately. The Daikin Elite Development Program is a service of EGIA for Daikin Comfort Pro® and VRV Design Pro® contractors. Please contact EGIA for membership and training information for the Daikin Elite Development Program.

# Daikin City

1. Please visit [www.daikincity.com](http://www.daikincity.com) to create an account/login to Daikin City  
- If creating an account it will take a few days for you to be added to the system.



2. Once logged in & approved, you will have access to:
  - Manuals
  - Product information
  - Applications
  - Controls
  - Service
  - Marketing (Product Images)
  - Brochures
  - Tools
    - Webxpress
    - Ventilation Xpress
    - Unitary Matchup Tool
    - LC-Split Matchup Tool
    - Unit Converter
    - VRV Refrigerant Charge Calculator